

Application No. 10/091,651
Attorney Docket No. 75851-313560

Amendments to the Claims:

This listing of claims will replace all prior versions, and listings, of claims in the application:

Listing of Claims:

1. (Withdrawn) A network of conversation control systems, the network comprising:
at least a first and a second conversation control systems; and
a central control, wherein the central control is communicably coupled to the first
and the second conversation control systems.
2. (Currently amended) The network of claim ~~1~~24, the network further comprising:
an initiator, wherein the initiator is communicably coupled to the central
control.
3. (Original) The network of claim 2, wherein the initiator is a predictive dialer.
4. (Currently amended) The network of claim ~~1~~24, wherein the central control
comprises a set of components, and wherein the set of components is copied to both the
first conversation control system and the second conversation control system under
direction of the central control.
5. (Withdrawn) A method for providing information to one or more recipients,
the method comprising:
providing a first conversation control system;
providing a second conversation control system;
providing an initiator;
communicating with the initiator, wherein a recipient is contacted; and
selecting one of the first conversation control system or the second conversation control
system to interact with the recipient; and
communicating with the recipient via the selected conversation control system.
6. (Currently amended) The method of claim ~~5~~25, wherein the initiator
is a predictive dialer.

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7. (Currently amended) The method of claim 525, the method further comprising:
maintaining components for use by the first and second conversation control systems on a central control; and
updating both the first and second conversation control systems with the components.
8. (Original) The method of claim 7, the method further comprising:
determining if a component on the first conversation control system is less recent than a component on the central control.
9. (Currently amended) The method of claim 525, wherein the conversation control system comprises:
a computer associated with a database, wherein the database comprises one or more audio files;
a speaker; and
an input device.
10. (Original) The method of claim 9, wherein communicating with the recipient comprises:
receiving a first audio signal from the recipient; and outputting the first audio signal via the speaker to a user.
11. (Original) The method of claim 10, the method further comprising:
receiving a selection from the user at the input device of the first conversation control system, wherein the selection designates an audio file; and
converting the audio file to a second audio signal; and outputting the second audio signal to the recipient.

12. (Currently amended) A method for controlling a network of conversation control systems,

the method comprising:

initiating contact with a recipient via an initiator;

selecting a conversation control system;

routing information received from the recipient to the conversation control system;

outputting the information received from the recipient via an output device of the conversation control system;

receiving an indication of a preformed script item to respond to the information received from the recipient; and

presenting the script item to the recipient.

13. (Original) The method of claim 12, the method further comprising receiving an indication of a script, wherein the script item is associated with a step of the script.

14. (Original) The method of claim 13, the method further comprising: receiving an indication of a presentation, wherein the presentation controls the form that the script item is presented to the recipient.

15. (Original) The method of claim 14, wherein the indicated presentation is a voice presentation.

16. (Original) The method of claim 15, wherein the voice presentation is a particular person's voice.

17. (Original) The method of claim 16, wherein the person's voice is pre-recorded.

18. (Original) The method of claim 14, wherein the indicated presentation is the recipient's language.

19. (Original) The method of claim 18, wherein the recipient's language is not the user's language.

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20. (Original) The method of claim 12, wherein the initiator is a predictive dialer.
21. (Original) The method of claim 12, wherein selecting the conversation control system is done by determining which of a plurality of conversation control systems is currently not in use.
22. (Original) The method of claim 12, wherein selecting the conversation control system is done by determining which of a plurality of conversation control systems is about to terminate use.
23. (Original) The method of claim 12, the method further comprising:
providing a central control, wherein selection of the conversation control system is effectuated by the central control via a computer network.
24. (New) A network of conversation control systems, the network comprising:
a first conversation control system, wherein the first conversation control system includes a plurality of script items formed in a presentation;
a second conversation control system, wherein the second conversation control system includes the plurality of scrip items formed in the presentation; and
a control, wherein the central control is communicably coupled to the first and the second conversation control systems.
25. (New) A method A method for providing information to one or more recipients, the method comprising:
providing a first conversation control system, wherein the first conversation control system includes a computer readable medium associated with the first conversation control system, and wherein the computer readable medium associated with the first conversation control system includes a plurality of preformed script items;
providing a second conversation control system, wherein the second conversation control system includes a computer readable medium associated with the second conversation control system, and wherein the computer readable medium associated with the second conversation control system includes the plurality of preformed script items;
providing an initiator;

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communicating with the initiator, wherein a recipient is contacted;
selecting one of the first conversation control system or the second conversation
control system to interact with the recipient; and
communicating with the recipient via the selected conversation control system.